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Best
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Welcome To the November Issue of the OC IT Newsletter!

NEW TEAM MEMBERS

ANTHONY THOMPSON

We bid welcome to Anthony Thompson to the Orange County IT team. A direct report to Kurt Kennedy, he is a new HOA IT Support Team member. Anthony is a native Californian who served in the United States Air Force as an



Environmental Control Systems specialist. He holds an Associate Degree in Accounting and is a Certified Computer Science instructor through the California Bureau of Private Post-Secondary Education. He is currently completing coursework toward his BA in Computer Science. In his most recent position, he served as a Network Administrator for 10 Community Technology Centers located in Southeast San Diego. Anthony has hit the ground running. Welcome Anthony!

KRIS ALONZO

We bid welcome to Kris Alonzo, a direct report to Carlos Bustamante, she is a new member to the CIO IT Assessments Team. Kris, originally from Spokane, WA, has worked for seven years in the staffing industry. Most



recently, she was the Sapphire Technologies Orange County staffing account manager. Kris earned Bachelors' degree in English, with a minor in Communications, from Hillsdale College. She is already hard at work serving our County customers. Welcome Kris!



CIO'S MESSAGE

Hello and welcome to the spring '04 edition of the Orange County CIO Newsletter! Thanks for taking time out of your busy day to learn about what goes on in Orange County IT.

January 15th, CIO/CEO-IT, in collaboration with several Departments/Agencies, began the New Year with the launch of the new Orange County Web Site. The new site was re-designed with the constituents in mind and allows for easier, faster navigation of the site. We have received numerous accolades from our internal customers, elected officials and the public. Congratulations to the County Web Team, County IT Managers and their Staffs, and thanks to all Department Heads & Agency Directors for their collaboration and support!

At this time I'd like to welcome two new members to the CIO/CEO-IT team. First, I'd like to extend a hearty welcome to Kris Alonzo, a direct report to Carlos Bustamante, she is a new member to the CIO IT Assessments Team. Kris, originally from Spokane, WA, has worked for seven years in the staffing industry. Most recently, she was the Sapphire Technologies Orange County staffing account manager. Kris earned Bachelors' degree in English, with a minor in Communications, from Hillsdale College. She is already hard at work serving our County customers. Welcome Kris!

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FEATURED ARTICLE

IT Assessments, Part II

By Daniel K. Hatton, PHD
Chief Information Officer,
Deputy CEO



In our last newsletter an introduction to Orange County IT Assessments was provided. In this newsletter, I would like to very briefly outline the overall process. My staff has asked me to be a bit briefer this time. Therefore, if you would like more information please contact me or John Wheeler and we would be happy to meet with you and provide a detailed presentation of the process. The IT Assessment is comprised of a very specific process and most often includes at least 7 sections. There may be more or fewer than 7 sections depending upon the purpose of the specific assessment. IT Assessments are tailored to the specific Agency/Department in which the Assessment is being conducted. It is a very collaborative process & can only be successful when we work together as a team. The positive results are often astounding and we usually hear, "we could have saved a lot of money had we done this sooner." The following illustrates the general process:

I. Executive Summary. The executive summary or cover memo, is used as the document introduction. The more detailed the assessment, the more often an executive summary will be used. If the assessment is not lengthy, a memo will be the cover document to the assessment.

II. Background. This section discusses the Agency/Department being assessed, including the reasons for the assessment, whether or not it is a Board of Supervisor or CEO directed assessment, or an Agency/Department Head requested IT assessment. Both Board of Supervisor/CEO directed and

FEATURED ARTICLE

Agency/Department Head requested IT assessments have been successfully conducted. This section presents general historical information that is relevant to the assessment. For example, if the assessment is the result of an impending reorganization or merger of two or more organizations into a single new organization, this information would be presented in this section as well -- to include information about each organization. If it is the result of a Grand Jury recommendation, that information would be in this section. If it is a customer requested assessment, likewise that information would be found in this section.

III. Purpose. This section is comprised of a very brief statement, but is extremely important because it defines the focus of the assessment. The purpose, if not externally directed, is defined, discussed, and agreed upon during the initial meeting with the Department/Agency Head & appropriate staff and before any work is begun or completed.

IV. Data Gathering. This section briefly discusses the manner in which the assessment was conducted, documents researched, and interviews conducted, and any other pertinent information that should go into this section. It may also delineate the participants in the assessment. The appropriate backup documentation is attached to the report or it is very clearly stated where the supporting documentation is on file for easy verification and reference. This information is used for analysis, further data gathering, and additional interviews. This part of the process is very iterative. At some point, the data gathering stops and analysis of the findings begins.

V. Findings (which includes analysis). This section is comprised of a very detailed presentation and discussion of the analysis of the data gathered. Examples might include:

CIO'S MESSAGE

Second, I'd like to welcome Anthony Thompson. A direct report to Kurt Kennedy, he is a new HOA IT Support Team member. Anthony is a native Californian who served in the United States Air Force as an Environmental Control Systems specialist. He holds an Associate Degree in Accounting and is a Certified Computer Science instructor through the California Bureau of Private Post-Secondary Education. He is currently completing coursework toward his BA in Computer Science. In his most recent position, he served as a Network Administrator for 10 Community Technology Centers located in Southeast San Diego. Anthony has hit the ground running. Welcome Anthony!

Visit the "New Team" section of the newsletter for photos of our two new members. If you see them in the hallway, be sure to say hello!

In this edition we have a very interesting article authored by Martha Campbell, IT Manager, Integrated Waste Management. Be sure to check out her article on the new IT system at IWMD "New Technology Advances Landfill Information System."

I have also written the next installment of the IT Assessment process and invite you to read this article for a more in depth look at the way IT Assessments are being collaborative conducted throughout Orange County -- "IT Assessments, Part II".

Again, I'd like to thank you for the time you have invested in reading this newsletter -- It is a service for you and a vehicle to help you understand the "What, When and How" IT gets accomplished here at the County of Orange. Your thoughts, recommendations, and participation in the success of this newsletter are most welcome!

Until next time...

Dr. Dan.

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FEATURED ARTICLE

(continued from page 2)

* The IT Organizational Structure to include contract staffing, county staffing, and cost data. Comparisons might also be included against public sector and private sector best practices--tailored to County government.

* General Workload. This will include just about all facets of workload at a very high level (applications/systems supported for example).

* Detailed workload. Example would probably include detailed analysis of web development & maintenance, applications support, help desk, network, security, hardware such as pcs and servers, systems, contract management, vendor management, purchasing, budget, project/program management, new projects management, adherence to standards and IT policy, customer support, governance, and training. Some areas may receive very focused attention such as network infrastructure and network security if there are known challenges.

VI. Recommendations. There will be a comment for each area analyzed in the Findings section. For example if the findings and analysis indicate there are no issues or recommended improvements in terms of the Organizational structure, there would be a statement to that effect. Recommendations for improvement will be stated in every concrete terms. Also, if there are any potential verifiable dollar cost savings they will be stated in this section by the appropriate recommendation. Cost savings must be in concrete terms (server consolidation, network monitoring, help desk consolidation). Cost savings associated with individual recommendations will also be rolled up into a "total" number and added to the attachments section.

VII. Attachments. As mentioned earlier, all appropriate documentation will be attached to the report for easy reference. If the amount of referenced material is too

FEATURED ARTICLE

excessive to attach, there will be a statement in this section where the referenced material may be easily located. Examples could include Internal Audit reports, interviews, organizational charts and diagrams, project management plans, staffing reports, contracts, Board or CEO directives,

Report Distribution. The report is authored in "draft" form and provided to the Department/Agency Director for review and comments. A final report is authored taking into consideration Department/Agency feedback. The final report goes only to the Department/Agency Head if the report is based on an a voluntary/requested assessment & a copy is maintained in the CIO organization. Together, the CIO & Department/Agency Team work to successfully implement the recommendations. A Memorandum of Understanding may be authored and signed as appropriate to the recommendations. If the Assessment is Board of Supervisor or CEO directed, the final report goes to the Board & CEO, as well as a copy to the respective Department/Agency Head. A copy remains with CEO as the document upon which to base implementation of the Recommendations.

Again, the above process delineation just scratches the surface. There is a large number of IT Assessment models. We have adapted one from the IT Contract world to Orange County because it has been so successful in government and the private sector. So far, Orange County IT Assessments have resulted in hard dollar savings of \$1,818,000 to the participant Departments, County, and Taxpayers. They have also assisted in streamlining IT operations. If you would like additional information, just let us know.

IT CALENDAR

OPS Council Meeting

Every third Wednesday of the month
March 17th
April 21st

IT Steering Committee Meeting

Every fourth Wednesday of every four months

ISMF

Every first Tuesday of every other month

IT COMIX



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